

**MELROSE LIMITED STANDARD OPERATING PROCEDURES (SOP)**

**52 Week Residential Care for Children and Young People**

**Age 8-18 Years**



JULY 6, 2024

MELROSE LIMITED

UK

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**Melrose Limited**

# Statement of Purpose

A copy of the Statement of Purpose is available to a wider audience and will be provided to /or made available upon request to: OFSTED, Melrose Limited Staff, Host or placing Local Authorities, Colleagues including Social Workers & Young Persons Advisors in Children’s Social Care, Young People, their Families and / or Carers, and The General Public.

This Statement of Purpose will be reviewed in April 2026 and will be thereafter annually by the Directors.

# Contact Details & Referral Enquires:

## Telephone Number: +447450368420 / +447368501477

**Email: contactus@melrosecareltd.com**

**Postal Address:** Melrose Children's Home, 128 Preston Road**,** Chorley**,** PR6 7AU

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# 1. Introduction to Melrose Limited

This document sets out the Statement of Purpose for Melrose Limited.

This Statement of Purpose has been developed in accordance with appropriate legislation, guidance and Good Practice Guide relevant to:

The Children Act 1989 The

Children Act 2004

The Care Standards Act 2000 The

Leaving Care Act 2000

11+ 24 Hour Semi Independent Residential Services Disability

Discrimination Act 2006

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# Legal Person(s) Responsible for Melrose Limited

|  |  |
| --- | --- |
| **Director** Dr. Eunice Obumneme-Asante Heather Catherine Moley   **Business Development** Michael Morley   | **Company Safeguarding Lead** Dr. Eunice Obumneme-Asante **Compliance & Quality** Dr. Patrick Kwadjo Baah Acquah  |

### Status and Constitution

Melrose Limited is a private limited company registered under the Companies Act 1985 (Company Number 12691786).

# About the Co-Founders

Melrose Limited is founded and run as a private Accommodation, Care & Support Provider, working under a strong Leadership of Business and Management with over 30 years of combined experience in all Social Care including Safeguarding and Leaving Care.

Passionate about improving the Quality of Care and Outcomes for Looked After Children and Vulnerable Adults, Melrose Limited was formed to provide a High Standard of services in all aspects of Accommodation, Care & Support provisions to meet individual needs using effective and tested means of Care and Support Planning process.

Melrose Limited offers a Unique Service with our accommodation offering different types of High Spec, Fully Furnished properties. In conjunction with offering a Highly Qualified Staff Team delivering Excellent Proven Outcome based Care & Support Services.

# Target Group

We offer a fully furnished Shared Semi Supported Living accommodation with on-site 24hr staff support and 24hr CCTV cover, for various different types of client groups, ranging from:

* Young People aged 8-19 years (including LAC and Southwark Judgement),
* Neurodiverse learning needs aged 8-19 years- specialising in ADHD,
* Unaccompanied Minors, Refugee and /or Asylum seekers,
* Young People released from Custody (YOS),

**How do we stand out from other providers?**

Melrose Residential Care Home specialises in ADHD and all staff are trained in a variety of neurodiverse friendly strategies. Using a combined approach, channelling energy and individual interests, we help young people to achieve their goals and to join the community as part of our skills for working life programme.

***We aim to do this by:***

* Ensuring that all children and young people have access to a variety of opportunities to move and exercise both on-site and through various outdoor, proactive activities.
* Nutritional Offer- Melrose will provide a variety of healthy choices for all young people with a focus on supporting healthy brain functions such as executive functions and working memory skills. All dishes include a variety of the recommended 7 key nutrients such as Zinc, Magnesium, Omega-3, Carbs, Protein, Water and Fibre. Working with young people to accommodate sensory preferences will be an integral part of this process.
* Support for sleep and self-regulation- At Melrose, we fully support and recognise the importance of sleep for each young person and will provide a variety of person-centred strategies to help those who may struggle with sleep as a result of medication side effects.
* Medication reviews- Our dedicated staff team will follow up with external professionals when medication reviews our required.

 We can also offer Placements to facilitate:

* Emergency Placements (out of Hours),
* Long Term Care
* Transitions 8-18 (only)

# Age ranging from & Gender:

* 8-18 years
* Neurodiverse Learning Needs- ADHD, Autism, Dyslexia, Dyscalculia, Tourette’s, Dyspraxia, SCLN, SEMH.
* Mixed Genders (Inclusiveness)

Referrals will be accepted from all named Local Authorities and other Professional bodies working with Children and Young People and Vulnerable Adults.

Melrose Limited employs qualified, experienced Staff and Management team to deliver support services both onsite in Supported accommodation (24hr cover) placements as well as offsite in Self Contained Properties, focusing on the Needs of the individual and tailor Support Plans (in collaborative working with any Lead Social Work Professional and YPA) to achieve the best possible outcomes based on SMART goals and measured using the Stars Outcome, linked to the Young Person’s Educational Health Care Plan.

Melrose Limited will provide Low, Medium and High Support around the clock 365 days a year, including Melrose Limited & Support Packages for additional ‘Wrap Around’ High Need and/or complex cases. This includes High Level intensive 2:1 support in some cases, including waking Night Staff Cover.

Each House will comprise a Manager and Keyworkers on a rota basis, including sleep-In shifts and Emergency out of Hours On-Call System. The Property will also have a Staff Office-space onsite with 24hr CCTV cover in communal areas, mostly outdoors *(\*can be altered upon Local Authority Request).*

# 2. Aims and Objectives of the Service

Melrose Limited Aims to Provide a Safe, Secure and Comfortable Accommodation, Care and

Support Services to Young People and Vulnerable Adults in line with Children’s Act 1989, 2004, (Every Child Matters Outcome), and ensuring that we meet the needs of individuals who require quality placements.

# Our Vision

To enhance the emotional, social, and economic well-being of children and young people in our communities.

# Our Aims

To offer high-quality accommodation, care, and support to children and young people, preparing them for a fulfilled, independent, and productive life within our communities.

**Our Mission**

To deliver exceptional services while maintaining the highest standards.

**Our Values**

Respect, Integrity, Accountability, Drive, and Delivery (RIADD)

## Guiding Principle

“The safety of children and young people is always paramount.”

**Our Commitment:**

Melrose Limited is dedicated to commit to the following:

* Continuous development of its services in order that the individual can develop and grow.
* That an individual’s physical and emotional health care needs are met and positive healthy lifestyles are encouraged. Enable all individuals to benefit from educational opportunities,
* To actively encourage individuals to tell us their thoughts and views and ensure we actively listen,
* To promote contact in line with the Support / Placement Plan, birth family and significant others during a placement and to encourage and facilitate this as appropriate,
* Monitoring a support Plan for the individual’s future that is acted upon within the timescales set at each Statutory Review
* The Children’s Home staff team will work closely with each individual young person within our care to ensure that they have the best possible start in adult life.

**Our principles:**

* To ensure the delivery of safe person-centred support with comprehensive and robust safeguarding systems.
* To promote educational participation and attainment for all individuals we look after in line with the goals identified by their Education Professionals and in line with their EHCP’s.
* Provide a variety of supportive life skills ensuring that all young people can live and learn whilst accessing the local community.
* The Home will provide a holistic approach to Care with a fully inclusive accommodation offer that will review, promote and maintain healthy lifestyles with adapted meals, medication reviews and support for sleep.
* That all accommodation meets all health and safety and risk assessment requirements.
* To ensure all Staff are fully assessed and highly trained in behaviour management and are fully supported in meeting the needs of the individual young person.
* That all Assessments are undertaken by experienced qualified staff with active participation by applicants. The young person’s voice must be inclusive within all assessments where possible.
* That all our Staff are committed to meeting the objectives of the individuals support Plan and adhere to the terms of the Placement Plan.
* To maintain written records on each individual.
* That all Staff receive regular support and supervision, this is monitored and is increased as necessary in line with the needs of the individual in placement. All Supervisions are recorded and signed by all relevant parties. All communications are recorded and appropriately stored.
* That support will be sought from specialist consultants on an as needs basis,
* That 24-hour telephone support is always available from the Responsible Individual with additional support always available from an experienced and qualified Manager and or Director of The Company.
* That all our Staff are reviewed at least annually. All staff, regardless of their role will attend yearly mandatory training and clinical supervision.
* To ensure all information that the Service holds – and particularly that on the individuals we look after, is safeguarded and protected in line with the values of dignity and privacy, as well as guidance and legislation.
* Operates in accordance with the placing authorities’ expectations and delegated tasks as agreed in the Support Plan and Placement Plan, and any amendments as a result of Reviews.

**MELROSE LIMITED** aims to remove the stigma attached to Young People in Care by offering them all the opportunities available coupled with encouragement to inspire and achieve their full potential, ensuring that the good work is sustained both in the short and longer term via our Distinctive Delivery Process.

**MELROSE LIMITED** believes that every young person has the right to have the same opportunities as other young people in an environment that is nurturing, supportive and safe in enabling every young person to reach their full potential, through empowering them to take control of their lives in a positive manner.

**MELROSE LIMITED** provides a culturally sensitive service catering for a diverse community.

**MELROSE LIMITED** was established to provide a high quality of care for young people within the care system ensuring that they have a safe environment and somewhere to call their home.

**MELROSE LIMITED** focuses on working with young people to enable them to express themselves in a supportive/controlled environment, where extensive work can be carried out, both formally and informally. This in turn empowers the young person to come to terms with their emotional, educational, social and cultural needs.

**MELROSE LIMITED** works with young people, who have challenging behaviour linked to their neurodiverse needs. The placement offers each young person an individualistic approach to their, identified needs. Part of the support workers role is to focus on the young person’s s presenting difficulties. The Placement plan is used to highlight these areas with a positive plan of action for the young person. In addition, Staff will provide positive aspects in the individual’s lives to ensure that this will enable them to respect differences, value diversity and empower them to take control of their lives.

# 3. Rights and Responsibilities

We have a commitment to Young People’s Rights and Entitlements as set out in the Children’s Act 1989 and The United Nations Convention on the Rights Chapter, which are further endorsed within the National Minimum Standards and Children’s Homes Regulations 2001 (as amended)

At Melrose Limited, we believe that Young People have the Right to the following:

* To be treated fairly
* To be physically well cared for in relation to, their health, clothing, food with a warm, clean and safe place to call their home.
* To have their views listened to
* To be able to make choices
* To make genuine and honest mistakes, and in turn learn from these mistakes
* To expect and manage new changes within the environment and development
* To have their views encouraged
* To follow their chosen religion
* To complain if they are unhappy
* To be supported to learn new things in line with their own personal interests
* To have someone to talk to in confidence
* To feel valued
* To express their views & opinion
* To have their emotional needs met
* To receive regular care and support which is planned and reviewed regularly.

With Rights comes Responsibility, and we at Melrose Limited would like the individual to commit to the following Responsibilities:

* To work with us towards identified goals
* To treat themselves, other service users and Staff with Respect.
* To treat the physical environment of their home and their surrounding with respect.
* Not to engage in illegal activities such as Drugs, Weapons, equipment or device which may be perceived as physically psychologically threatening to themselves or others.
* To take part and be actively involved in any House Meetings, creating and developing house rules promoting active decision making in all our young people.
* Share chores in order to gain and work on independent living skills and achieve rewards generally.
* Admit responsibility when in the wrong and make amends through a supported debriefing process.

###  4. Accommodation and facilities

# Additional Safety & Security Features:

* Fire Blanket
* First Aid Kit
* Smoke alarms
* External Lighting (Garden)
* CCTV- outdoors, front and back of the property
* Central Heating throughout, thermostat controlled supporting sleep hygiene- 18\* degrees or as close as possible to promote healthy sleeping habits.
* Windows with ventilation
* Bathroom shower
* Regular Health & Safety checks.

# CCTV

Melrose Limited uses Closed Circuit Television (CCTV) images to provide a safe and secure environment for Service users, Staff and Visitors.

The System comprises, fixed position cameras with a digital recorder. Cameras are located at strategic points within the house, principally outside the main entrances (Back, Front and Side of Property). No Camera is hidden from view, signs are prominently placed to indicate that CCTV will be in operation. Please refer to Melrose Limited’ Policy on CCTV.

# Provider Insurance Cover-

Melrose Limited holds the following levels of insurance cover: Employer’s liability - £10 Million

Public liability - £10 Million Professional Indemnity - £5 Million

**5. Service Provision**

# Prior to Moving in

Prior to any admissions within the Care Home, The Team will work closely with the young person’s LA, Social Worker or Parent to ensure that need can be met. Should this be possible, the young person will then be invited along as part of the formal admissions process where assessments will take place before a final decision is made.

# Transitions

During transition, our qualified & experienced staff will assess each individual’s needs and put in place a plan to support their aspirations and to prepare them for independent living. We will work with all Agencies, Professionals and Stakeholders when required and take into account any views of families or guardians where appropriate.

# Leaving the Care Home

Young People leaving our Service is equally as important as when they move in, therefore the same consideration is given to ensure that the Young Person leaves the Service in as positive way as possible. We also provide resettlement outreach support to maximize their chances of a successful transition to independence, either by helping them relocate back with parents and/or guardians or to live independently in their own accommodation.

# Daily Checks

Melrose Limited feels that it is important for each individual Young Person to feel that staff care about them and their welfare, and in line with Melrose Limited’ Good Morning, Good Night Policy, Staff and Young People are equally expected to see each other at least Once a Day, preferably before Young Person leaves the House or when the Young Person returns Home. If for any reason a Young Person is away from the Placement, Staff will call the Young Person once a day to check their wellbeing, unless instructed otherwise by the Local Authority. Staff will always actively encourage young people to get involved in daily activities ensuring that social interactions are promoted.

# Weekly Key working Sessions

Young People will have regular weekly Key working sessions with their allocated Key worker, however in the event that a Key worker is unavailable due to Leave or Sickness, Key working sessions will be carried out by another Keyworker.

# Monthly Pathway / Support Planning Sessions

Each Young Person in our service will have an agreed Pathway / Support Plan to help them prepare for and adjust to independent living and supported living. This Plan will be agreed with the Young Person, our staff and any stakeholders such as Social Workers and YPA who are supporting the individual.

# Placement Matching

The Director is responsible for the processing and matching of placements in accordance with legislation, standards and against Melrose Limited’ admission criteria. Melrose Limited recognizes that Placement Matching Process is essential in ensuring that the needs of the Young Person can be met by a particular house and or project.

# Local Authority Agreement / Approval

The Service to be provided will be in line with the placing Authority’s requirements for Young People LAC and Leaving Care and is subject to change. All changes will be agreed in advance by Directors with the Local Authority.

# Legislation

Melrose Limited provides a Service for Young People in accordance with the following:

* The Children Act 1989
* The Children Act 2004
* The Care Standards Act 2000
* The Leaving Care Act 2000
* Disability Discrimination Act 2006 / Equality Act 2010
* 11+ 24 Hr Semi Independent Residential Services

# Every Child Matters (Five) Outcomes

Melrose Solutions Ltd Service is committed to helping young people to achieve the five outcomes which have been identified as being important to their well-being and development. The five outcomes are:

* Being Healthy

* Staying Safe

* Enjoying and Achieving

* Making a Positive Contribution

* Achieving Economic Well-being

Young people in Care can only achieve these outcomes if the whole service is committed to working with Staff to help them to promote these objectives.

# Being Healthy

In line with Every Child Matters, Melrose Limited views the health needs of young people in a holistic sense i.e. they should not be seen as being restricted to simply physical needs but should include their emotional, cultural, mental, and sexual health needs as well.

Staff will attend and support the young person’s dental and optical checks. The uptake of medical and dental checks is monitored and reviewed on an annual basis. All health assessments, checks and immunizations will be carried out in line with legislation and recorded.

In addition, the Children’s Home will provide a quality nutritional food offer to support healthy brain functions and physical health development. Support for sleep and medication will also be taken into consideration as part of our holistic approach to care.

All Staff have to undertake first aid training as part of their mandatory post approval training.

Staff are encouraged to provide a healthy environment and pay particular attention to a healthy diet and providing opportunities for physical exercise and activities, again supporting healthy brain functions.

# Staying Safe-

The recruitment of staff includes the taking of full employment histories. Checks with the Disclosure & Barring Service (DBS) are completed on everyone. Safe caring is an important part of Staff’ training.

Everyone in Melrose Limited Service should feel and be safe. Key areas include:

* Risk Assessments on every person placed.
* People are helped and encouraged to understand how to keep themselves safe.
* Comprehensive safeguarding policy- including referencing from previous employees.
* Health and Safety.
* Excellent and implemented recruitment policies- Danielle.

Issues of bullying and discrimination are addressed as part of ongoing supervision process along with, placement stability, security, self-awareness and protection for all.

Allegations against Staff are investigated using an established procedure and in conjunction with the Local Authorities involved.

# Enjoying & Achieving

All young people are expected to attend school / college. All young people have the opportunity and can contribute to a Personal Education Plan. Melrose Limited endorses the right of every individual to reach their full potential through accessing education that is appropriate to their learning needs. It considers this to be of particular importance for those who may, through their personal circumstances, be required to overcome greater obstacles than their peers such as mixed and anxiety and depression needs.

# Making a Positive Contribution

At Melrose Limited, leisure and recreational pursuits are considered to be an important part of a person’s social education, as well as important in the holistic development of ‘self’. Whether the leisure pursuit is just for enjoyment or indeed, one where a person is particularly gifted, participation in such activities will be encouraged, in line with the person’s wishes, interests and future potential.

Involvement in activities is monitored, as with the rest of our service, and any health & safety issues will be considered, as necessary. All are encouraged to pursue hobbies and interests important to them. Embracing a wide range of exciting activities to help them enjoy and achieve in their lives. Where a person finds it hard to be involved in community activities and activities outside the home, staff can help them gradually develop more interests and hobbies and grow in their confidence. Melrose Limited promotes positive behaviour and resilience.

# Achieving Economic Well-Being

In consultation with the person, and placing local authorities a transition to independence, or semi-‐independence, timetable is identified and worked towards. Service users are encouraged and helped to attend further education, a training scheme place, or if possible, employment. All are supported to feel confident in being able to meet daily domestic tasks and encouraged in the development of social and practical skills for employment.

# Finance

All will be helped to understand the importance of budgeting and saving supporting later life skills. Melrose Limited will provide support in setting up Bank accounts and given basic understanding of personal finance, including skills to budget their subsistence allowance. Keyworkers will offer help and support in making a claim for Welfare State Benefits, including where appropriate Housing Benefit.

# 6. Placements

Melrose Limited will offer a range of placements to Local Authorities for People aged 8-18 years.

# Placements available:

* Long term (52 Weeks) with possible emergency placements considered

All placements must be negotiated through the individuals Local Authority either through an individual placement contract/ agreement or as part of a wider contract of service provision commissioned by the Local Authority. Final arrangements and agreements are to be determined by the Children’s Homes Directors.

# General Eligibility / Admission Criteria:

* Local Authority placement and funding is agreed,
* The Young Person will benefit from accommodation & Support offered by ,
* Completed Referral form, or provide LA Care / Pathway Plan, including Risk Assessment.

# Referrals

In order to make a placement with Melrose Limited, Placing Authority must complete Referral form, or submit Local Authority paperwork including Care & Pathway Plan and Risk Assessment.

# Emergency Referrals

Melrose Limited, operates Good Practice in Placement Planning and Placement matching, to ensure the Placements are best to meet the needs of the individual Young Person however can appreciate that in exceptional circumstance Local Authority might require an emergency placement due to placement break down, out of hours or other emergencies, as such are committed in responding to all Request for placements within **3** Hours on weekdays, and **5** hours on weekends. (Of working hours)

# Risk Assessment

An initial Risk Assessment will take place at the referral stage for People wishing to be placed at Melrose Limited. A further Risk Assessment will be carried out by Keyworker and reviewed monthly, unless required otherwise. All Risk Assessment will identify the Risk, Triggers points, and put together a risk Management Plan to reduce the level of risk posed but ultimately eliminate the risk factor altogether.

All Risk Assessments are a Live Document that will be updated monthly by supporting key workers, unless due to a Significant Event that triggers a review.

# Service Offered:

MELROSE LIMITED caters for people of the ages of 8-18 years of all genders.

* Social and or formal activities
* One to one discussion and pastoral support
* Education (support with homework and other set educational tasks, where necessary liaison with schools / colleges / education centres)
* Culture / identity awareness
* Drug / alcohol / substance awareness
* Providing recreational / leisure activities
* Reports, (assessment, progress, incident & Management investigations)
* Prevention of criminal activities, promoting awareness
* Family contact work
* Health care awareness (Doctor, Dentist, Optician, Hospitals)
* Gender awareness
* Maintaining the Boundaries of the placement / respecting the local community
* Equal Opportunities / Diversity
* Resettlement for new arrivals to the UK- immigration/ refugees
* Semi-independence E Safety
* Personal Care

# Our Philosophy

The philosophy of Melrose Limited Service is very much based on a ‘team approach’ to and, in promoting this, the following support services are offered:

Out of Hours Support Telephone support/help line available 24/7, including Bank Holidays. Specialist Workers Independent workers who provide services to meet young peoples identified needs, specialist teachers, psychotherapists etc. can be commissioned for an additional cost.

# Safeguarding:

A comprehensive Safeguarding Policy is in operation at MELROSE LIMITED. This is because it is fully recognized that people who are looked after are vulnerable and our responsibility as a caring organization is to provide a safe and caring environment from which people grow and develop. Therefore, our policy is that the person should always be listened to, believed in cases where an allegation of abuse is made. Our first priority in cases like this is to protect the person from the alleged perpetrator. It is of paramount importance that the person making the allegation is reassured by the staff team at Melrose Limited and supported at all times.

Safeguarding investigations will be conducted within the remit of working together within a multi-disciplinary approach. This therefore will include investigations that are either or a combination of internal, criminal and/or external, in nature. A comprehensive Safeguarding Policy supports this work.

# Fire Precautions and emergency Procedures:

MELROSE LIMITED will ensure that all “Houses” are fitted with a minimum of 2 smoke detectors. Staff evacuation procedure is part of their Health & Safety check and is explained to all new placements.

# Religious Observation:

Religion is very important to Melrose Limited, and it is part of the referral / admission process to have as much information about the individual being placed, including religion, culture and language. Melrose Limited staff team will actively seek to promote that person's religion by using resources within the vicinity of the placement and the community as a whole. For example, religious reading matter and equipment will be supplied to meet the religious needs of the person placed. If a person makes the decision not to practice their religion, this choice will also be honoured.

# 7. Contact Arrangements for Parents, Friends & Families.

Visitors are welcome within the Home and staff will make themselves known to any visitors. Visitors will be supervised at all times to ensure the safety and wellbeing of our young people. Young People will be asked to let staff know if they have any friends or family visiting, and all visitors must sign in the Visitor’s book. All visitors will be asked to present identification on arrival before being allowed to enter the premises.

It is Melrose Limited Policy that contacts with a person, by family persons with parental responsibility and friends should be promoted both by telephone, in person and/or written and any other mediums deemed appropriate.

Where the individual’s family is not residing in the UK all efforts will be made (with the consent of the individual) with the Social Worker to make contact with the relatives abroad. This is achieved through working closely with the relevant organizations that specialize and are equipped to follow this through.

This should be agreed within the Placement Plan with the individual and with other agencies. Agreed contact arrangements with those with parental responsibility will be recorded on the person's file. All staff supporting the young person will be made aware of contact arrangements.

Visits should not impede an individual’s education or training, and we actively encourage family & friends to visit outside of these important times as to not hinder the individual’s development.

Service users are likely to make friends outside the home and we would encourage them to do this in a positive setting and environment, it is therefore likely that a service user may want them to visit and we will always support this wherever possible although must take in to consideration all young people residing in the house.

# 8. Unauthorized Absence & Missing Persons

Melrose Limited Service follows a set of Guidelines when a young person is absent without permission. Before a young person leaves the placement, they are expected to inform staff where they are going and what time they are expected back. They are reminded of the appropriate times to be back in the house. If they are going to be late, they are encouraged to telephone and state what time they would be back.

Should the young person leave the placement without informing a member of staff, fail to return to the placement at the appointed time then they would be reported as unauthorized absence or missing person (depending on the circumstance).

At Melrose Limited we believe, it is imperative that the young people are aware of the dangers of Unauthorized Absence and going missing and that they understand the seriousness of keeping to their curfews. A local area risk assessment has been completed and will be shared with all stakeholders.

All events and Notifications will be sent to the Placing Local Authority, in line with our Missing Person’s Policy.

The procedures below for, unauthorized absences, missing / or breaking of curfews is as follows:

1. Contact the young person’s mobile to ascertain the whereabouts of individual
2. Family is contacted (where applicable / appropriate)
3. Police are contacted and missing persons reported
4. Notification to be sent to Emergency Duty or Out of Hours teams (EDT)
5. Contact Local Authority Allocated Worker for the individual
6. Information is recorded in the file /diary
7. A copy of all reports sent to Placement Manager/ CEO

When the service user returns to the placement. The above agencies are contacted, informing them of their safe return.

Please Refer to Melrose Limited’ Missing and Unauthorized Absence Policy & Procedures.

# 9. Support and Control

Melrose Limited follows the strict guidelines set by the Children's Act 1989 (2004), Care Standards Act 2000.

No sanction is imposed unless it is discussed with the person and only then, as a last resort. All Staff are given the guidance on permissible sanctions – please refer to Warnings & Sanctions Policy.

All hazardous materials are securely locked away and are not accessible.

# 10. The Process for Recruiting & Approving Staff

Melrose Limited Service is committed to the recruitment of high-quality Staff who can provide placements that meet the needs of people placed with Melrose Limited. We employ a number of strategies to recruit qualified and experienced Staff, including the Safer Recruitment Policy.

Due to the needs of the people that we look after, we try to target our recruitment towards people who have experience in care or education of people, leaving care or other that might also have neurodiverse needs.

# Safer Recruitment

Safer Recruitment has been acknowledged as fitting within the wider context of safeguarding and promoting the welfare of the individual.

“Working Together to Safeguard” states all agencies and individuals should aim to proactively safeguard and promote the welfare of children & Vulnerable Adults”

To achieve the above Melrose Limited has undertaken the following:-

* That Management are committed to people’s safety.
* Key Personnel have received Safer Recruitment Training
* Safer Recruitment Statement on all Application Forms and Job Descriptions
* Ensured that Melrose Limited have effective recruitment and human resources procedures, including checking of all new staff and volunteers, to ensure they are safe to work with vulnerable people.
* Have procedures for dealing with allegations of abuse against members of staff.
* Have procedures about how to safeguard and promote the welfare of people.
* Will annually review their recruitment procedures.

# Melrose Limited Management will:

* Undertake monthly supervision of Staff which is recorded and signed off.
* Participate in out of hour’s support to Staff.
* Co-ordinate other support services as appropriate e.g. support work and provision.
* Liaise with other professional service providers, who may be involved and contribute to formal meetings about Support Plans.
* Identify and help respond to Staff training needs.
* Keep up to date records on the progress of placements

# Equal Opportunities

We actively pursue an equal opportunities policy within the organization not just for our employees but also for our service users. Culture, age, gender, ethnic origin, religion, language, sexuality and disability.

# Records and Confidentiality

Files are securely kept and password protected. We are governed by the same legislation as Local Authorities regarding access to files. All records and third party information is kept in the strictest confidence. Staff receive training on Data Protection and any files shared externally will be sent secure.

# Organizational Structure

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|  |  |
| --- | --- |
| CEO’s | Dr Eunice Asante Obumneme and Heather Morley |
| Administrative and Procedure Lead | Dr Patrick Kwadjo Baah |
| Human Recourses  | Peter Ssekabira |
| IT Manager  | Michael Morley |
| Marketing Coordinator | Abbie Coaley |

|  |  |
| --- | --- |
| Registered Manager  |  |
| RSW’s |  |

# Staff Training

All Melrose Limited Staff will be given training in the following areas relevant to each House / Project for the duration of their employment, as follows:

* Care Standards,
* Children’s Act (1989 & 2004),
* Leaving Care 2004,
* Welfare Benefits,
* First Aid,
* Fire prevention,
* Crisis Prevention,
* Drug & Alcohol Awareness,
* Health and Safety,
* Support Planning & Risk Assessment,
* Lone Working,
* Anti-Social Behaviour
* Managing violent and aggressive behaviour
* Supporting Neurodiverse Needs
* Health/ Chronic disease training where needed
* Manual handling
* Food hygiene

# Manager Responsibilities

The Manager is responsible for the processing and matching of placements in accordance with legislation and standards. Also, the Manager is responsible for the recruitment, development, health and safety and payments to Staff.

Melrose Limited carries out a range of pre-employment checks on all staff including references and telephone follow up calls, enhanced DBS checks (Disclosure and Baring Services) to ensure the welfare and safety of people.

The Service may commission qualified, experienced consultants from time to time who will give advice and guidance regarding best practices regarding the service provision.

The staffing team caters for the diverse needs of the Staff and young people. All staff will be trained via our in-house and external Training Courses which cover all aspects of Good Child Support Practice in relation to Looked after Children, working with young people with Challenging Behavior, and the Children Act 1989.

All staff receive monthly supervision with their line manager or other designated senior person; records of these meetings will be kept detailing agreed action and timescales.

All staff are appraised within the first 3 months of their employment and annually thereafter. This is to assess with the member of staff their development during their probationary period and then each year thereafter. This will also identify how the organization can support the staff member reaching their full potential. This will be reviewed in supervision.

# Management and Support

Through Melrose Limited’ continuous professional development programme, our Staff are trained to meet the demands of young people who have been exposed to high levels of deprivation or abuse. Staff for Melrose Limited are selected for their tenacity, as the demands are rigorous, and it is expected that Staff will work through difficult issues and concerns with the support of Melrose Limited personnel.

Support begins with the induction programme. During the matching process additional support will be given from consultation regarding the views of the Staff. On-going support is bespoke, ensuring the right level is achieved.

Emergency Support (on call service) is accessible to Staff outside of office hours, 7 days per week, 52 weeks per year. A qualified Manager is also on back up duty for advice and support.

In addition, Melrose Limited completes an unannounced inspection visit, typically undertaken by a Director to further ensure the accommodation and support provided is in keeping with the high quality expectation of the service. These visits allow the Director to receive feedback from the staff to ensure that they are receiving the level of support they require.

All Staff will be subject to a probationary Period, followed by Annual Appraisals carried out by management team.

# 11. Complaints and Outcomes

Melrose Limited Service has developed a comprehensive complaints procedure and will appoint an Independent Complaints Officer if the need arises.

The Complaints procedure will be made widely available to service users and will be reviewed at least annually to check satisfactory operation and to identify any patterns and action taken on individual complaints.

Our Complaints Procedure places emphasis on resolving complaints at a local level and an early stage (Stage 1). If matters cannot be resolved at this level, an appropriate Independent professional individual will be appointed to consider all matters to hopefully provide a resolution (Stage 2) Final Stage of complaint if still not satisfactorily resolved, OFSTED will be consulted (Stage 3).

Melrose Limited will review complaints made as a serious matter, but also as a way to hopefully learn and improve the level of service provided, ensuring reflective practice. In relation to any complaints received Melrose Limited will aim to reflect and take appropriate action in order to change policies, practices and procedures, in order to address the complaints and resolve matters identified.

# 12. Quality Assurance

Melrose Limited has in place a Complaints Procedure to manage issues that are raised.

Records are kept of investigations and outcomes of complaints.

Literature is given to all at the commencement of their placement. These give the person clear information regarding who to contact if they have a complaint. All Staff, and placing Local Authorities are provided with information about Melrose Limited’ Representation and Complaints Procedure through Placement Agreements, joining documentation and induction. All placed with Melrose Limited receive a welcome pack and are informed of the Complaints Procedure on commencement of placement. These can be translated into languages to accommodate the cultural needs. If necessary, an Independent Complaints Investigator can be appointed who will report to the Directors of Melrose Limited and/the Local Authority responsible for the person where appropriate.